

Executech Systems Inc.

**Problem:**

Program fails with error when trying to process a credit card using shift4 interface

**Error Message** "Error creating Active X control. COBOL error at 001032 in MENUS4.COB. Called from 006E6 in MENUCARD. Called from 015EB0 in GARMAINT. Called from 002EAA in start1."

**Cause:**

One or more Active X controls are no longer registered to the correct executech folder location. This can happen if the executech programs folder on the server is either renamed or moved to a new location, thus leaving the client computer's Active X registrations pointing to the "old" location.

**Fix:**

To fix the error you must unregister the Active X controls on each client computer experiencing the problem.

To do this you must "run" the following commands at the windows "start" / "run" command prompt. Keep in mind that if you've changed servers [\yourservername](#) should be the name of the old server, since that's where your computer will have registered the control.

Regsvr32 -u [\yourservername\yourexecutechfoldername\s4apisetxcontrol.ocx](#)

Regsvr32 -u [\yourservername\yourexecutechfoldername\zs4apisetlibx.ocx](#)

*One of the above files may not exist on your system, that's ok as long as the other is found*

Regsvr32 -u [\yourservername\yourexecutechfoldername\comdlg32.ocx](#)

Regsvr32 -u [\yourservername\yourexecutechfoldername\mscomctl.ocx](#)

Regsvr32 -u [\yourservername\yourexecutechfoldername\mswinsck.ocx](#)

When each command is entered you should receive a message saying that the regsvr32 command was successful, if not you may have entered the wrong server or folder path.

**Note\*\*\*** It's possible that in an Active Directory domain (If you have Windows 2000 Server or Windows 2003 Server, you probably have one) that the Windows user has permission to unregister the controls, even run them, but can't register them.

If you've completes the items, above, and still experience the problem, log in as an administrator and repeat the fix. Then, still logged in as this administrator, attempt to process a credit card. If it's successful, log in as the previous Windows user and try to process a credit card. It should be working.